

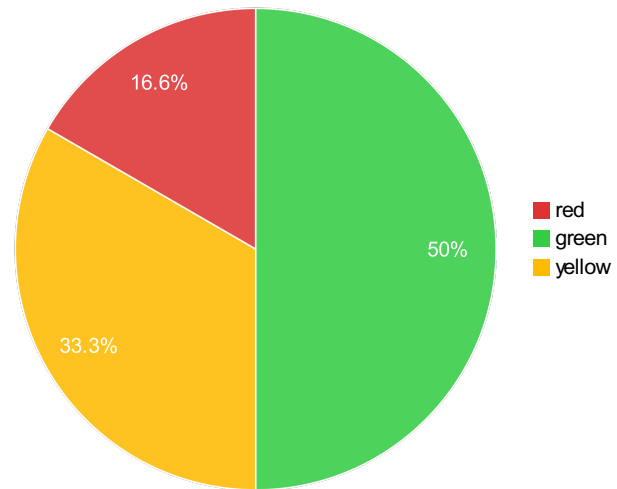
# **Government Ethics Commission**

Annual Performance Progress Report

Reporting Year 2019

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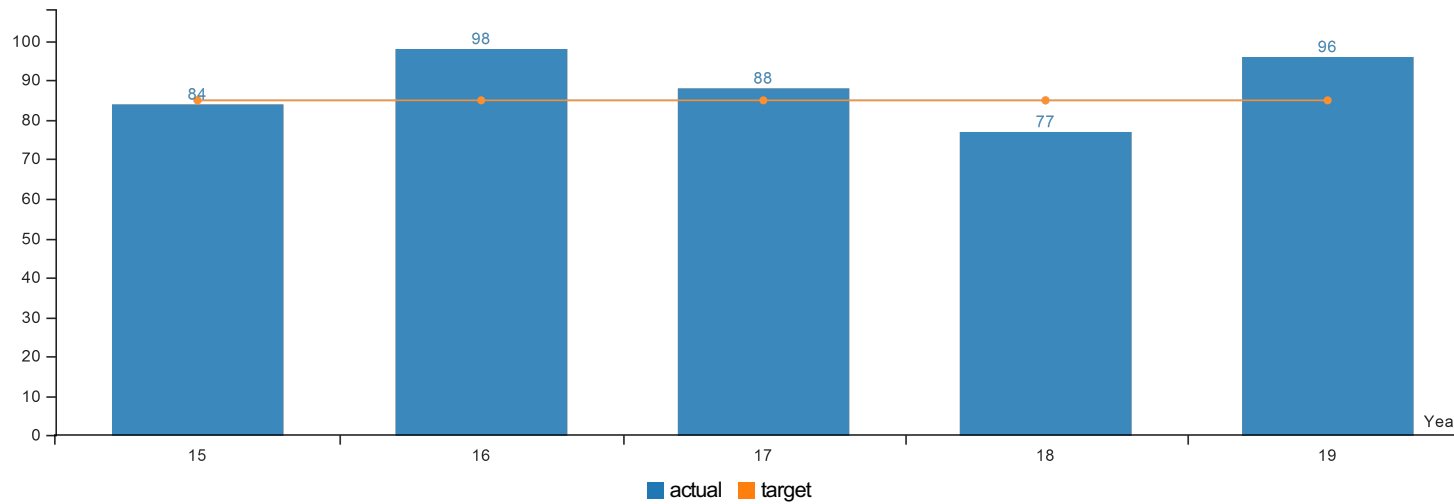
KPM #	Approved Key Performance Measures (KPMs)
1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
2	Quality of investigations completed -
3	Training Programs Effectiveness -
4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
5	Customer Service - Percentage of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
6	Governance Best Practices - Percent of total best practices met by the commission.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	33.33%	16.67%

KPM #1	Percentage of statutory time limit used for preliminary reviews, investigations, staff opinions and Commission advisory opinions. -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = negative result



Report Year	2015	2016	2017	2018	2019
<b>percent usage of statutory time limits, preliminary reviews, investigations, staff and advisory opinions</b>					
Actual	84%	98%	88%	77%	96%
Target	85%	85%	85%	85%	85%

#### How Are We Doing

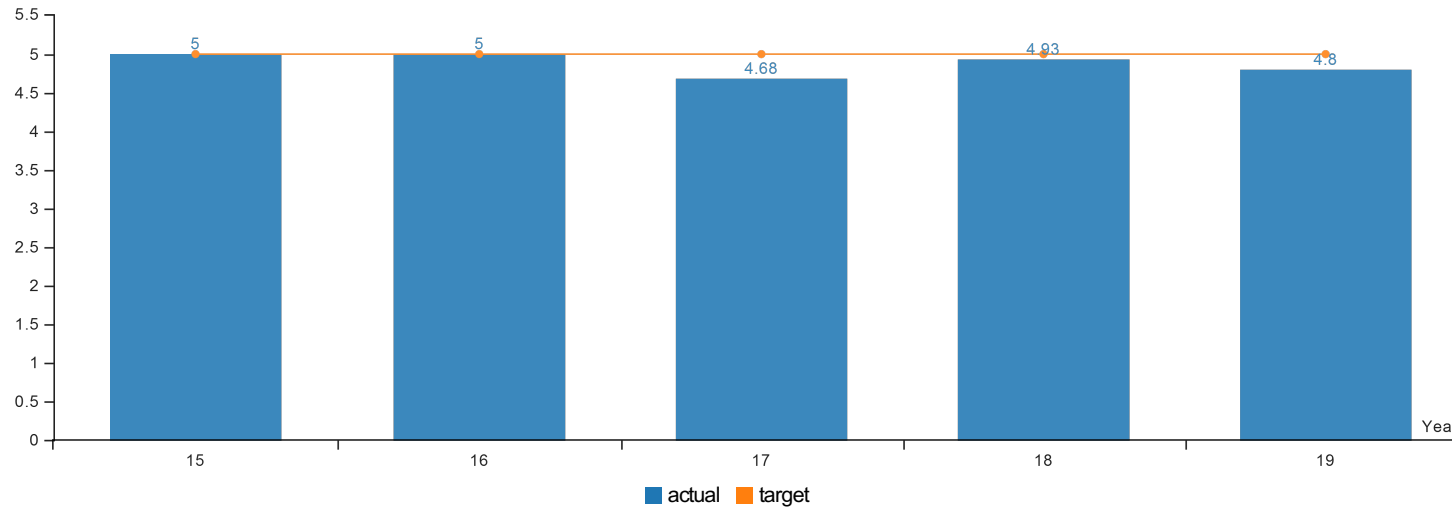
The data reflected is from calendar year 2018. Categories are as follows; Preliminary Reviews (93%), Investigations (89%), Advisory Opinion (106%). The agency had turnover during 2018. The statutes allows for an extension of time for advisory opinions. The Commission approved the extension and the Opinion was issued in 64 days, using four days of the extension. The increase in preliminary review and investigative time periods are due to the respondent waiving time in order to settle the cases. The average is still within the statutory limits.

#### Factors Affecting Results

Personnel turnover in key positions affected results for the agency . Employees left for promotional opportunities in the private sector.

KPM #2	Quality of investigations completed -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Quality of Investigations</b>					
Actual	5	5	4.68	4.93	4.80
Target	5	5	5	5	5

#### How Are We Doing

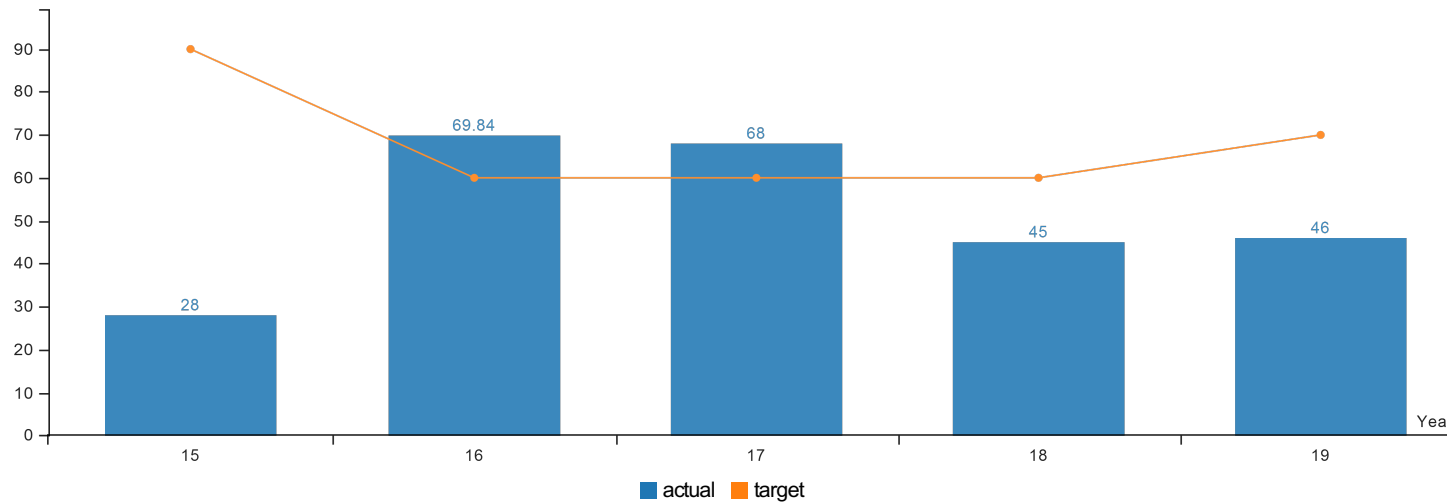
The review categories scored at Timeliness (4.9), Accessibility (4.8), Objectivity (5.0), and Organization (4.5), out of a maximum score of 5. This is less than the previous year of 4.93. This is again attributable to the turnover in investigator positions. The agency will continue to strive for a perfect score (target) of 5.

#### Factors Affecting Results

The loss of key personnel to the private sector contributed to inexperience in the investigator positions.

KPM #3	Training Program's Effectiveness -
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Percentage of increase/decrease of knowledge base</b>					
Actual	28%	69.84%	68%	45%	46%
Target	90%	60%	60%	60%	70%

### How Are We Doing

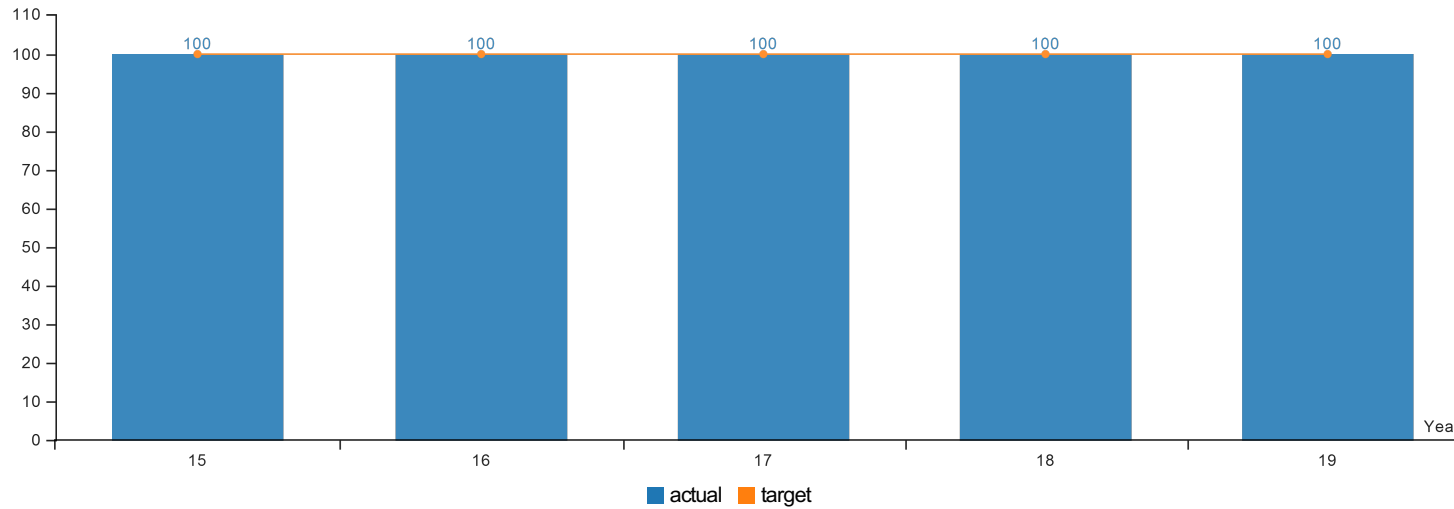
The measurement here is the difference between the number of correct answers to a pretest before the training in comparison with the number of correct answers at the end of the training session. Before the trainings, participants scored 64.10% correct answers. At the end of the training session, participants scored 93.32% correctly. This is a substantial increase in knowledge, but below our target percentage.

### Factors Affecting Results

The agency continues to see attendees that are repeating the training. The percentage of correct answers to the questions continue to rise each year. The agency will look at the current questions being asked to assess their effectiveness. The questions may need to be revised, including all portions of not only ethics laws, but lobby, and executive session laws, the three areas the agency regulates.

KPM #4	Minimize Case Disposition Costs - Percentage of contested cases settled before hearing.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Percentage of Contested Cases Settled Before Hearing</b>					
Actual	100	100	100	100	100
Target	100	100	100	100	100

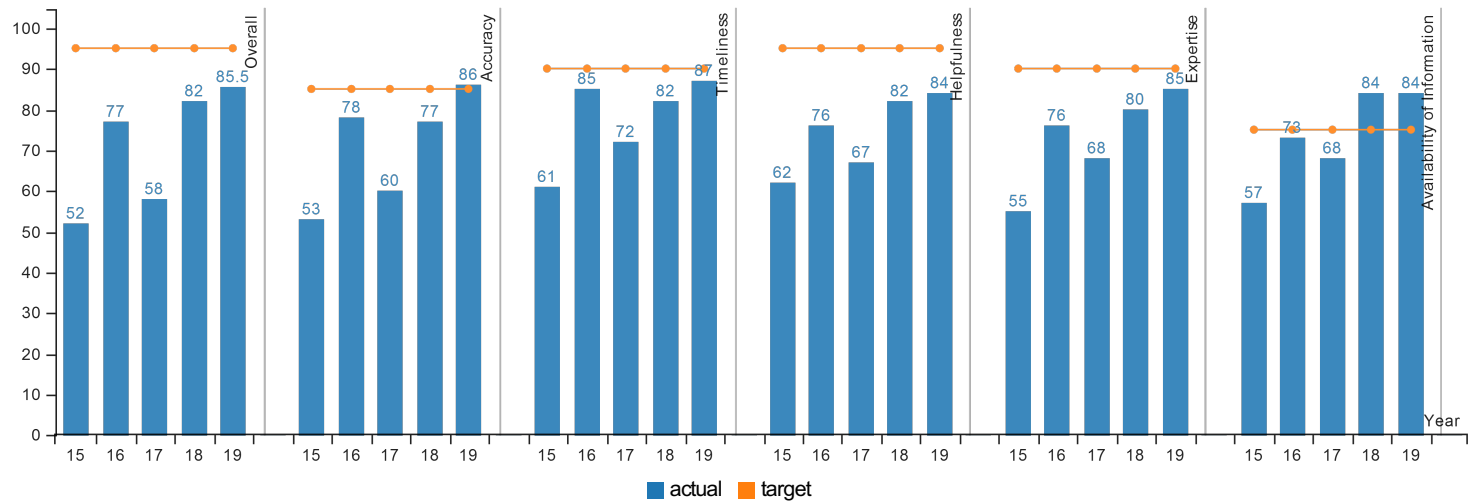
#### How Are We Doing

The data reported is for the calendar year 2018. The agency continues to settle 100 % of its cases.

#### Factors Affecting Results

The agency is required to pay the respondent's attorney fees if the agency does not prevail in a contested case proceeding. The agency is unique in state government with that requirement. The risk of taking cases to contested case hearings is simply too high; therefore, the agency prefers to settle its cases. The 2019 legislative assembly passed a bill that ended that requirement. The agency does have one current contested case in 2019.

KPM #5	Customer Service - Percentage of customers rating their satisfaction with agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, availability of information.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2015	2016	2017	2018	2019
<b>Overall</b>					
Actual	52	77	58	82	85.50
Target	95	95	95	95	95
<b>Accuracy</b>					
Actual	53	78	60	77	86
Target	85	85	85	85	85
<b>Timeliness</b>					
Actual	61	85	72	82	87
Target	90	90	90	90	90
<b>Helpfulness</b>					
Actual	62	76	67	82	84
Target	95	95	95	95	95
<b>Expertise</b>					
Actual	55	76	68	80	85
Target	90	90	90	90	90
<b>Availability of Information</b>					
Actual	57	73	68	84	84
Target	75	75	75	75	75

**How Are We Doing**

The data included 837 responses over the 116 in the previous year. The agency is still affected by the Kitzhaber/Hayes cases with many comments that the agency should have been harsher with the former Governor and First Lady; however, this is a large improvement over the previous year. Overall, I am pleased with the results, especially when you consider the Commission's regulatory functions. The agency will continue to focus on our customer service by looking for improvements in each category next year.

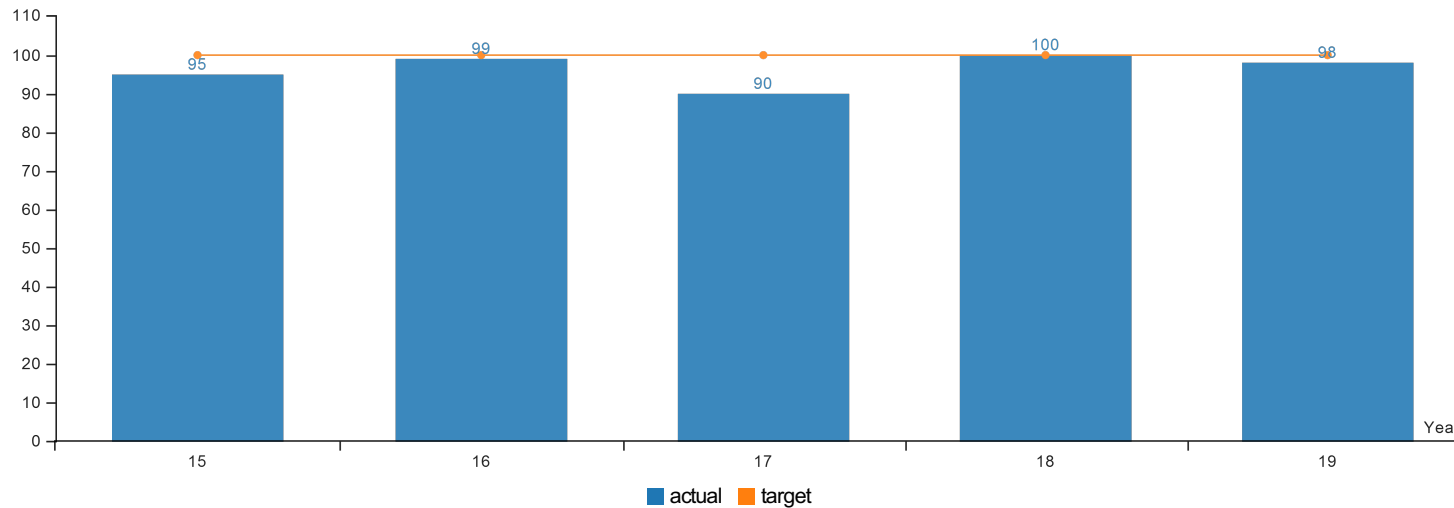
**Factors Affecting Results**

The agency will continue to concentrate on customer service, including utilizing the case management system. The agency saw a vast improvement in all categories, but is still below targets.



KPM #6	Governance Best Practices - Percent of total best practices met by the commission.
	Data Collection Period: Jan 01 - Dec 31

\* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
<b>Best Practices</b>					
Actual	95	99	90	100	98
Target	100	100	100	100	100

#### How Are We Doing

The Commission was unanimous except for one commissioner who said no to Practice 6 (Commission is appropriately involved in policy-making activities), and Practice 7 (Agency policy option packages are aligned with its mission and goals). The Commissioner did not elaborate on their "no" answers. We will discuss results with all the Commissioners to ensure they are involved in the above activities.

#### Factors Affecting Results

The Commission is experiencing turnover at this time and the agency will need to involve the Commissioners in each of the above listed practices to ensure proper outcomes.